

**Centennial Animal Services
March 2010 Monthly Progress Report
March 20, 2010**

Summary

Centennial Animal Services (CAS) remained committed to protecting the safety, health, and quality of life in Centennial while protecting the welfare of animals during March 2010. These efforts resulted in Animal Welfare Officers responding to 586 calls for service to include: 81 dogs at large, 25 noisy pets, 129 animal license checks, 22 animal impounds, 7 bite cases and 1 aggressive animal. The Department investigated 29 complaints of animal cruelty and responded to 4 animal rescues. There were 491 telephone calls received and 37 lost and found animal reports taken.

Enforcement activities resulted in 70 individuals being educated/verbal warnings, 17 written warnings, 19 summons and complaints being issued and 38 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in a 85% animal save rate with 46% of animals returned in the field, 28% returned from the kennel, and 11% adopted.

Activity

Field Services

- 586 Calls for Service: 85 - District 1, 166- District 2, 138- District 3, 157- District 4, 40 - Outside of City
- Enforcement Action: 70 Education/Verbal Warning, 17 Written Warnings, 19 Summonses
- Dangerous and Potentially Dangerous Animals
 - 1 – Investigation
 - 7 – Animal Bites Reported
 - 2 – Summons and Complaints Issued
 - 1 – Animal Confiscated

Animals Handled

- 38 Animals Handled: 34 Dogs, 1 Cat, 3 Others
- 85% Animal Save Rate: 46% Returned in the Field, 28% Returned from Kennel, 11% Adopted

General Information

- 491 Telephone Calls, 49 Citizens Walk Ins, 4,457 Miles Driven

Revenue

Monthly

- \$6,080 in revenue was collected
 - \$4,249 Licensing
 - \$1,831 Fees

Year to Date

- \$13,296 in revenue has been collected, which is approximately **19% below** the 2010 year to date projected budget of \$16,407.

2010 Goals/Progress

City Services

Goals

- Centennial Animal Services will enhance our relationship with Centennial's Public Safety partners
- Continue to implement a cross training program for CAS and Douglas County Animal Services Officers facilitating a more timely and effective response in emergencies and disasters
- Increase number of routine patrols and self-initiated enforcement activities by ten percent (10%)
- Increase the number of State and Nationally accredited Animal Welfare Officers to fifty percent (50%)

Progress

- Twelve Centennial Court appearances
- Several assists to Arapahoe County Sheriff Office and one assist to Parker Police Department
- Resolved ongoing Dangerous Animal case by locating and identifying dog that was moved to NM
- Routine Patrols Up by 212% YTD
- Two Trainees able to independently complete routine calls for service
- Two Officers preparing to take State Certification Examination

Community Quality of Life/Citizen Engagement

Goals

- Centennial Animal Services will provide public education and engage in positive community relations
- Participate in Centennial sponsored community events
- Be available to attend District, CENCon, and HOA Meetings
- Distribute new educational materials focusing on Responsible Pet Ownership via print and Web Site
- Continue use of media outlets and newsletter to educate citizens about responsible pet ownership
- Utilize online social networks to increase community awareness and education opportunities
- Investigate the possibility of hosting a Licensing, Microchipping, Vaccination, Spay or Neuter event

Progress

- Community Policing Project resulted in request for presentation to Centennial HOA
- Rabies Virus press release due to positive skunk less than 3 miles away from Centennial
- Scheduled and coordinated low cost vaccination clinic for Centennial residents

Economic Health

Goals

- CAS will aggressively pursue cost recovery efforts by increasing license sales and maximizing the collection of animal related fees.
- Explore possibility of regional Animal Care and Control Services

Progress

- Cost recovery up 184% from March 2009
- Animal Licensing Checks up 315% from March 2009
- 74% Animal Return to Owner (RTO) Rate with 46% RTOD in Field—Saving Cost of Impound
- Discussing regional animal sheltering services with the Humane Society of the South Platte Valley

Environment

Goals

- Explore the possibility of securing funding for GIS Mapping, Chameleon software, and Global Positioning Systems to more effectively deploy and utilize staff
- Work towards and secure funding to equip CAS vehicles with Mobile Data Terminals to more closely control the amount of driving required and decrease the quantity of printing

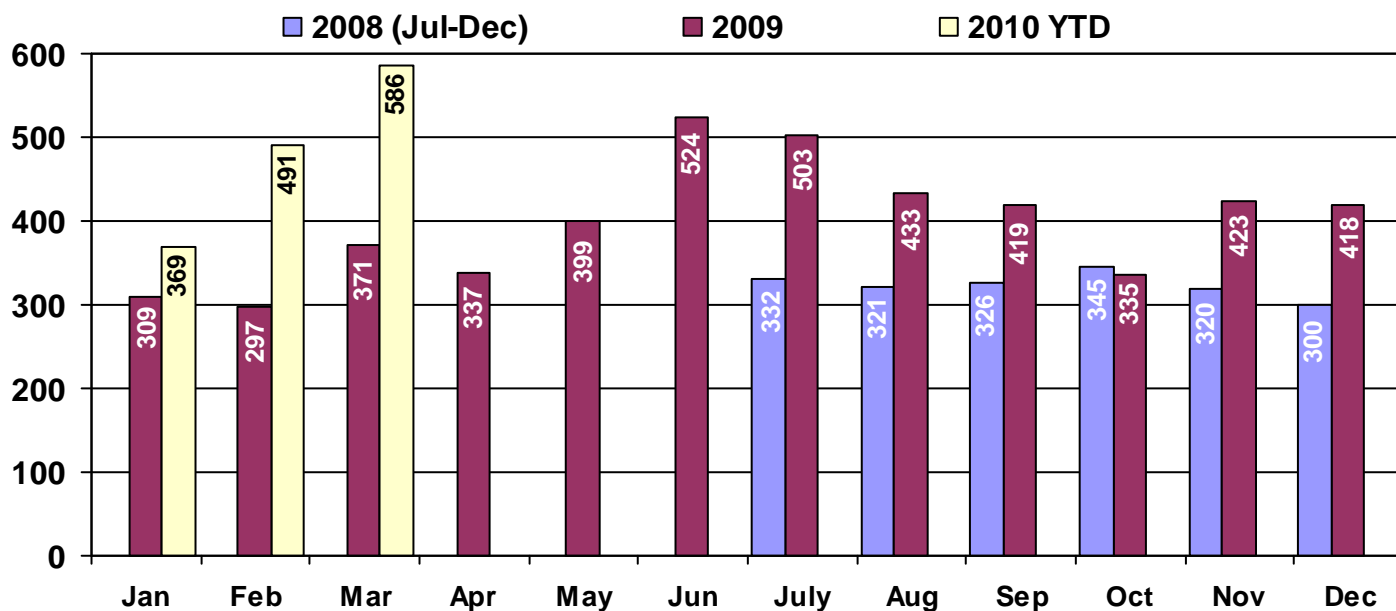
Progress

- Utilized Chameleon Software mapping features to more effectively deploy forces
- Decreased miles driven by 9% while increasing Calls for Service by 63%

Field Services

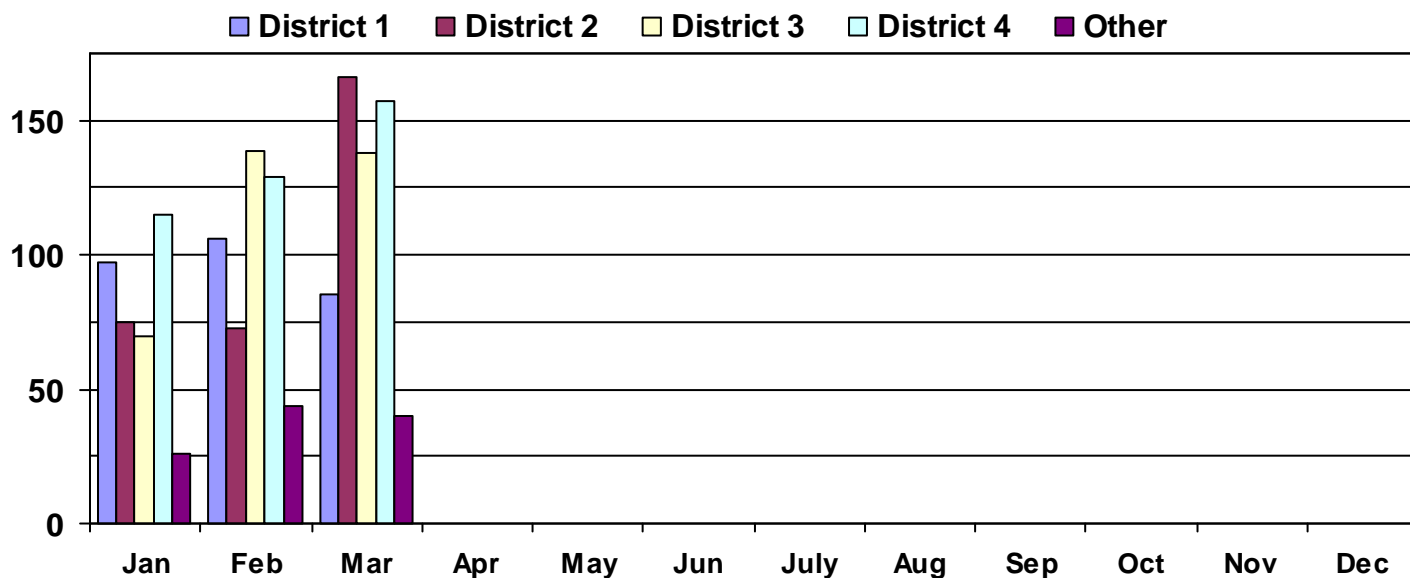
In March 2010 Animal Welfare Officers responding to 586 calls for service to include: 81 dogs at large, 25 noisy pets, 129 animal license checks, 22 animal impounds, 7 bite cases and 1 aggressive animal. The Department investigated 29 complaints of animal cruelty and responded to 4 animal rescues. Enforcement actions have resulted in 70 Education/Verbal Warnings, 17 Written Warnings, and 19 Summons and Complaints. There have been 6 Dangerous and Potentially Dangerous (DA/PDA) investigations, 7 Animal Bites, 2 summons and complaints for DA/PDA have been issued and 1 animals confiscated as a result DA/PDA enforcement action.

Total Calls for Services



Centennial Animal Services has responded to 586 calls for service YTD - 85 in District 1, 166 in District 2, 138 in District 3, 157 in District 4, and 40 outside of the City.

Calls for Services by District

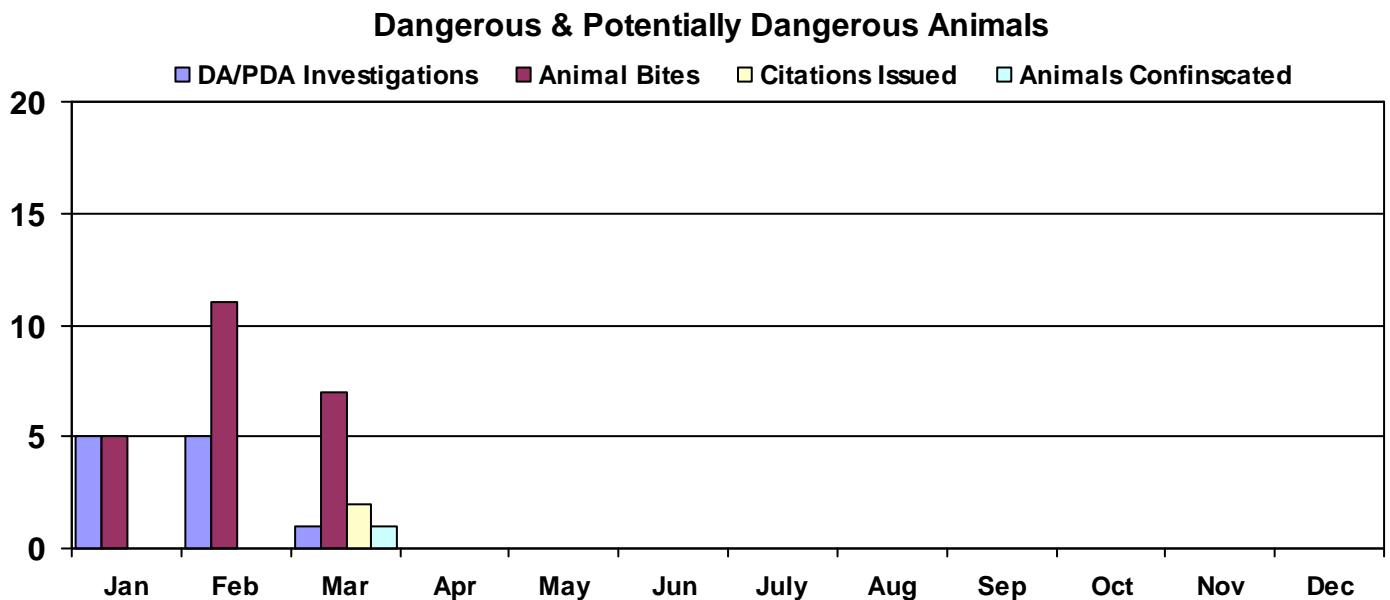


Attempts to educate and mediate are most often the first method of resolution. When these techniques fail a written warning or summons and complaint may be issued. These methods help to reduce the number of repeat offenders, animals impounded, and more effectively manage long-term problems. The actions taken to enhance public safety and protect animal welfare have resulted in 70 education/verbal warnings, 17 written warnings, and 19 summons and complaints year to date.



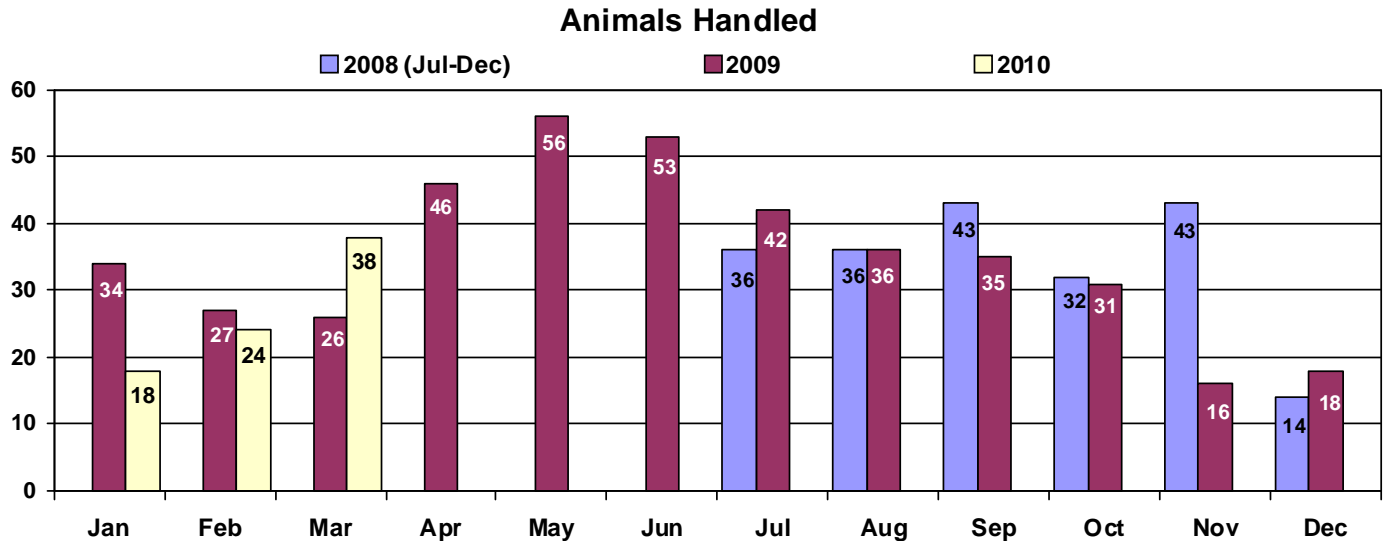
The term Dangerous or Potentially Dangerous Animal (DA/PDA) refers to any response that results from a report of a domestic animal displaying threatening behaviors (growling, hackles raised, baring teeth, chasing, charging), making aggressive physical contact with a person or domestic animal, or causing bodily or serious bodily injury. An animal bite occurs when a bite from a domestic or wild animal causes a break in the skin of a human. Every DA/PDA and animal bite is promptly investigated and appropriate action is taken.

The numbers of DA/PDA Reports, Animal Bites, Citations Issued for DA/PDA, and Animals Confiscated as a result of citations issued are reported below. Year to date CAS has conducted 6 DA/PDA Investigations, processed 7 Animal Bites, Issued 2 DA/PDA Summons, and Confiscated 1 Animal.

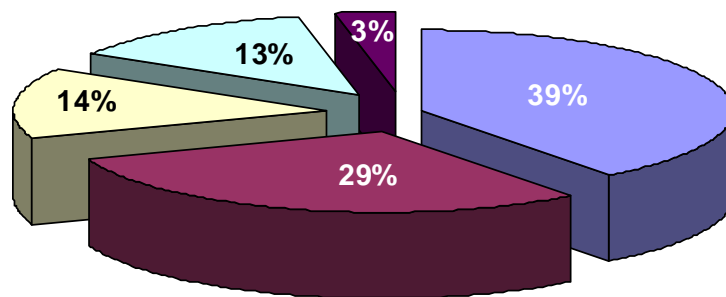


Animals Handled

Year to date CAS has handled 80 animals: 63 Dogs, 7 Cats, 10 Others. 80% of these animals have been saved.

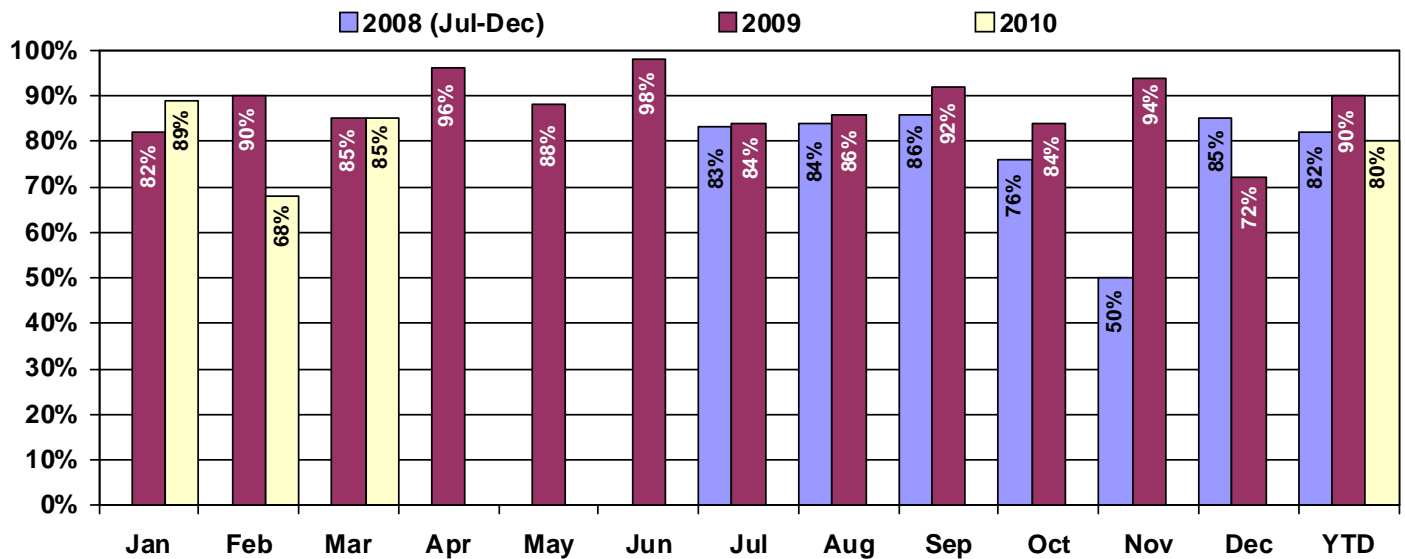


Year to Date Animal Outcomes



■ Returned to Owner in Field
 ■ Returned to Owner from Kennel
 ■ Adopted
 ■ Euthanized
 ■ DOA

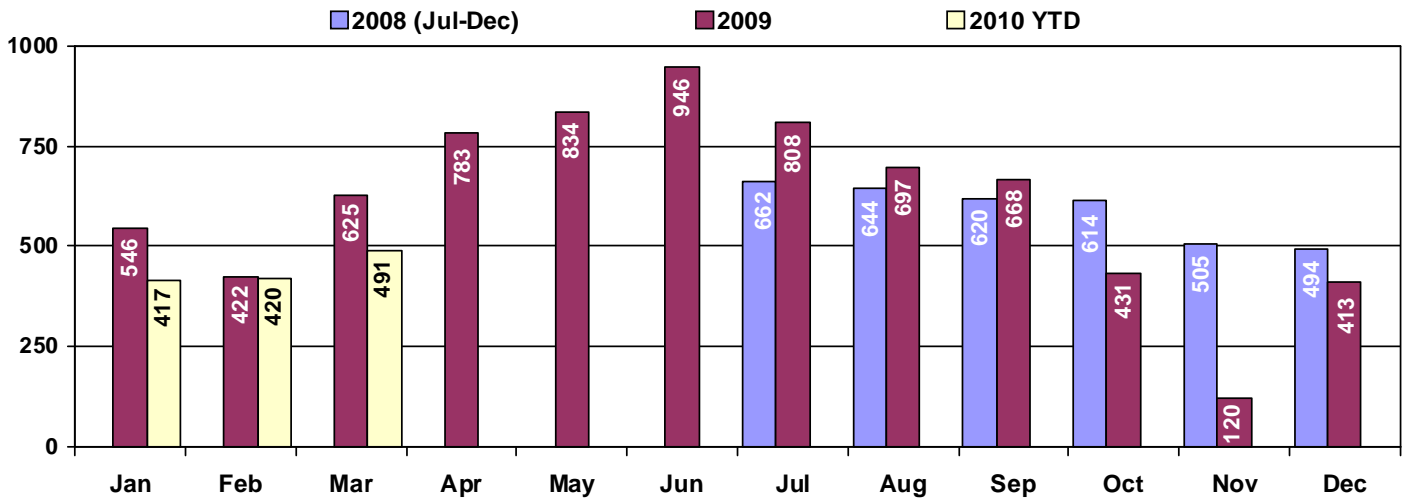
Animal Save Rate



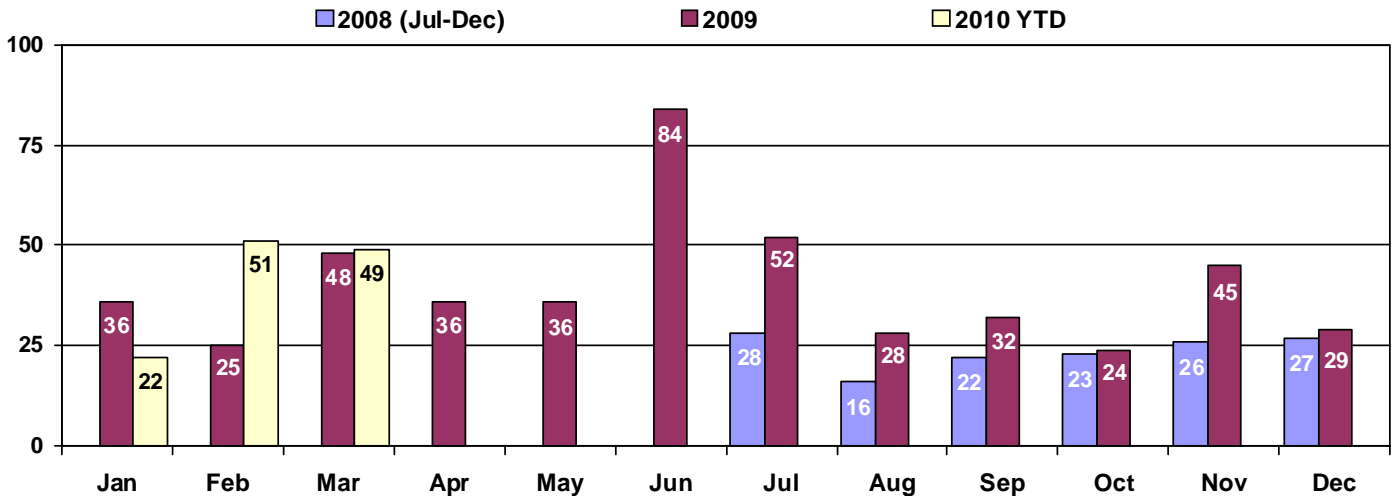
General Information

A total of 491 telephone calls have been received, 122 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 11,754 miles without accident or injury.

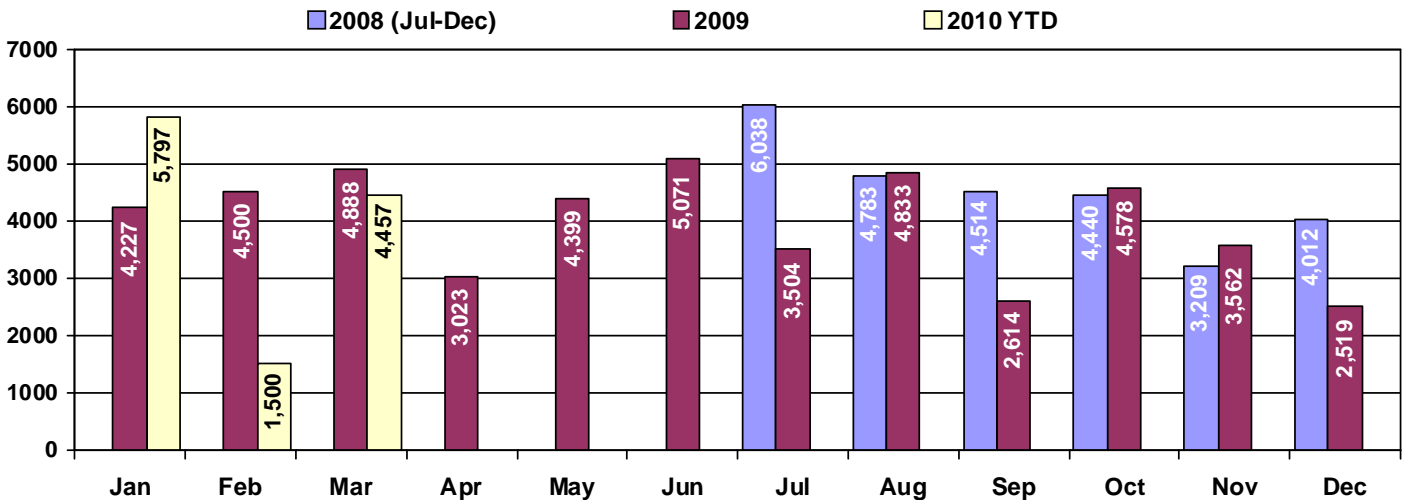
Telephone Calls



Citizen Walk-Ins



Miles Driven

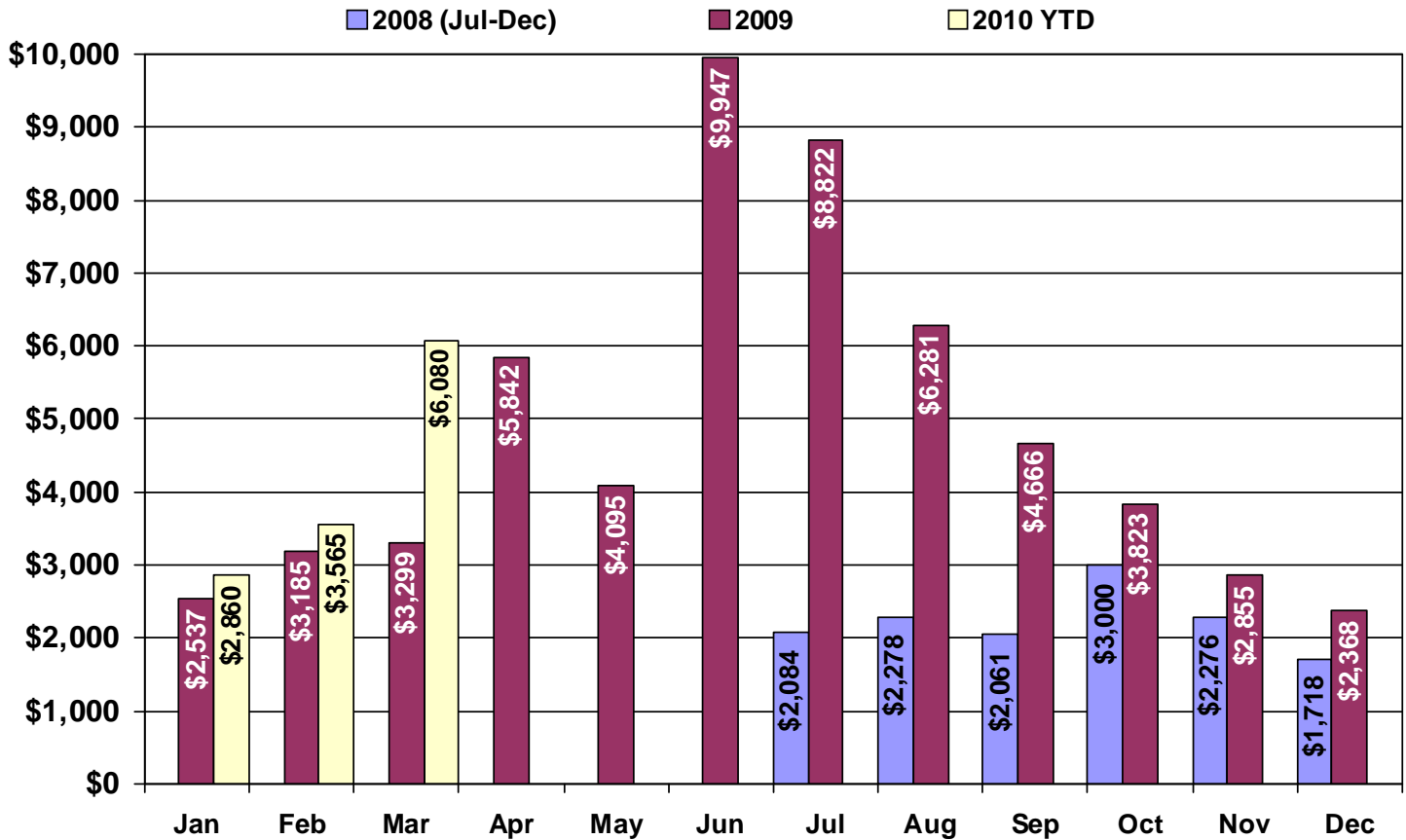


Revenue

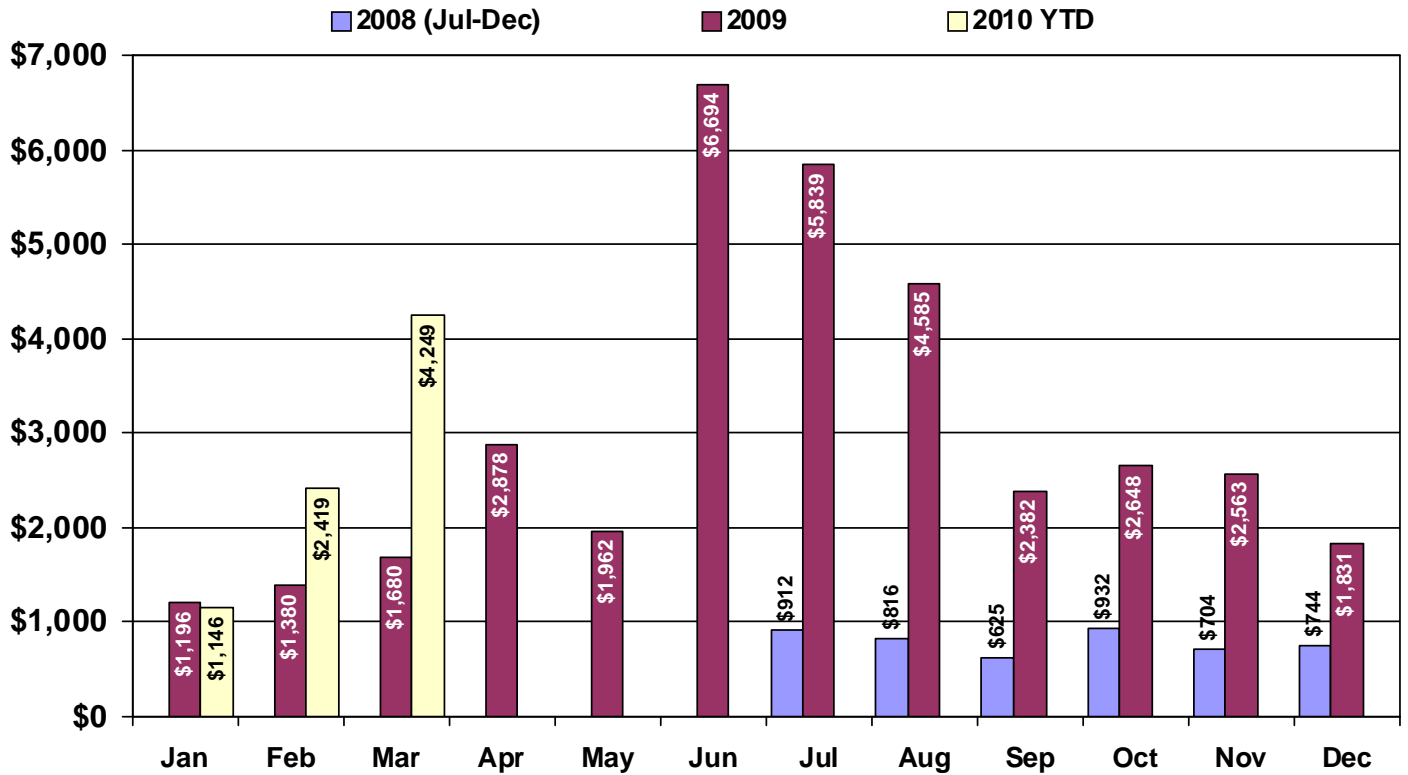
CAS has generated total revenue of \$13,296 year to date. This is approximately **19% below** the \$16,407 yearly budget allocation for revenues.

- Animal Licensing – \$7,814 YTD approximately **27% below** the \$10,695 budgeted YTD
- Animal Fee – \$5,507 YTD approximately **24% above** the \$4,164 budgeted YTD

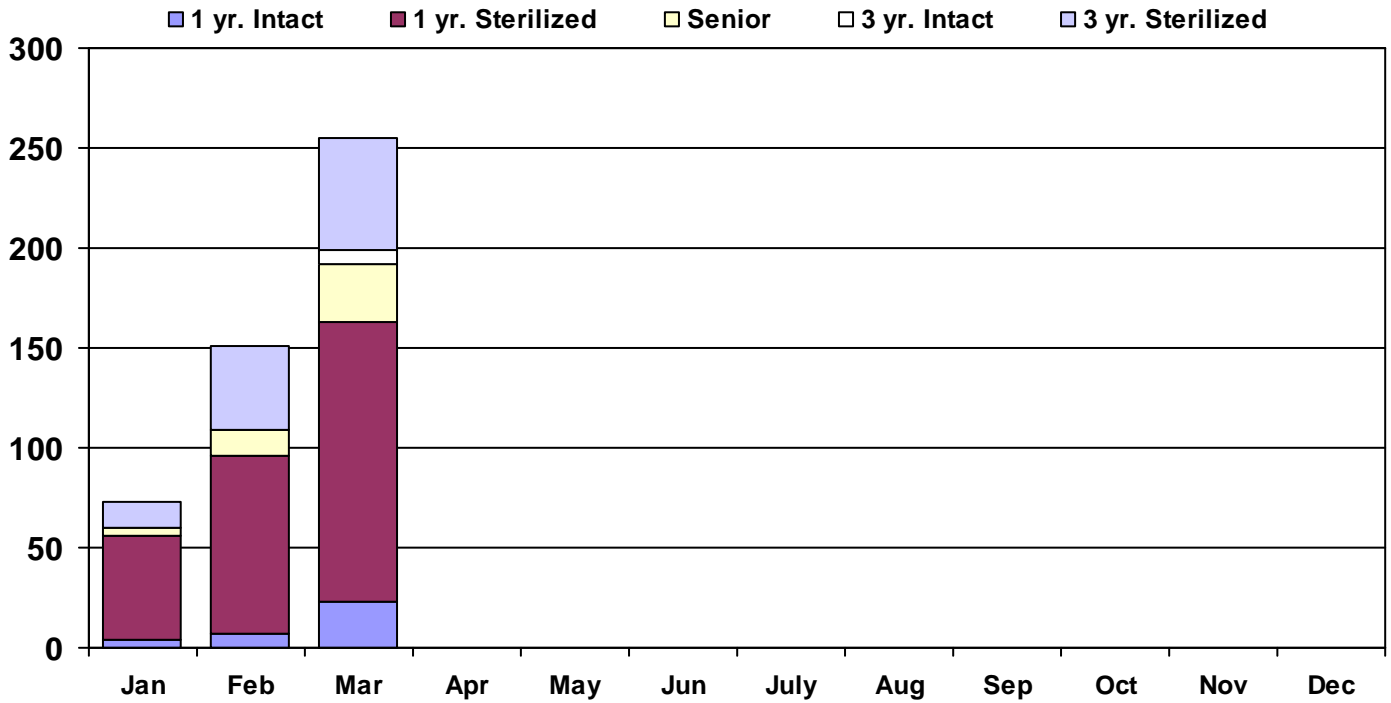
Total Revenue



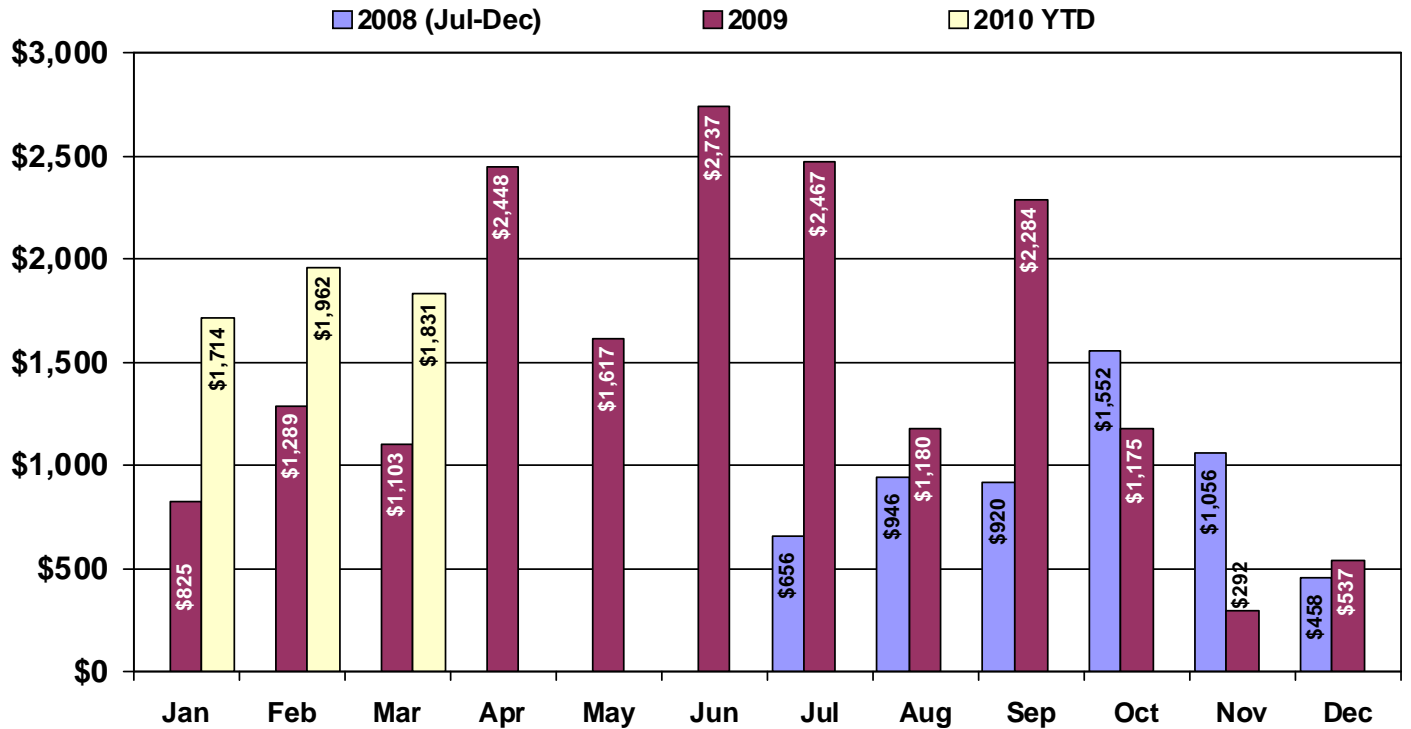
Animal License Revenue



Animal Licenses Issued



Fee Revenue



Fees Collected

